

Branch Associates

Best Practices and Services

Project Title

"Examining Services and Best Practices of Intermediary Organizations and the Faith-Based and Community Organizations They Serve"

Agency

Department of Health and Human Services/Administration for Children and Families

Contract Period

September 2002 to September 2004

Contractor and Subcontractor

Branch Associates,
Philadelphia, PA/Abt Associates,
Cambridge, MA

Project Purpose

The purpose of the project will be to examine:

1. The role of intermediary organizations in assisting faith-based and community organizations in building their capacity to serve needy individuals and families.
2. Innovative and best practices among intermediary organizations.
3. Promising practices among faith-based and community organizations.
4. Methods to evaluate the services of both types of organizations.
5. Methods to assess and benchmark performance among faith-based and community groups. A major focus will be given to programs focused on the following areas: homelessness, hunger, at-risk children, transition from welfare to work, and intensive rehabilitation.

Task Areas

Task 1 - Orientation Meeting and Ongoing Communication

Clarify purpose of the project, first steps for implementing scope of work, methodologies and any remaining issues from the award phase.

Task 2 - Case Studies of Best Practices

Identify best practices among intermediary organizations, including some of those funded under the Compassion Capital Fund, and prepare a Best Practices Report, and a shorter issue brief focusing on practical lessons learned.

Task 3 - Operational Guides

Use case study lessons to develop a set of operational guides that will support the capacity-building process.

Task 4 - Evaluation Design and Assessment Recommendations

Obtain guidance from experts regarding the evaluation design issues and considerations for evaluating the effectiveness of intermediary organizations and of faith-based and community organizations providing direct services.

Task 5 - Benchmarking Strategy

Develop a strategy for measuring or benchmarking the performance of faith-based and community organizations.

Task 6 - Briefings and Presentations

Brief HHS staff and others on the study, and present study information and findings at conferences or other venues as appropriate.

Task 7 - Progress Reports and Deliverables

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Deliverables

Estimated Schedule of Major Project Deliverables:

1. Case Study Recommendations (By 3rd month after award)
2. Case Study Report (By 17th month after award)
3. Issue Brief (By 21st month after award)
4. Operational Guides (By 24th month after award)
5. Evaluation Workgroup Recommendations (By 14th month after award)
6. Benchmarking Strategy (By 21st month after award)



Compassion Capital Fund

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